

Staff Ombuds Office

<http://staffombuds.berkeley.edu/> • (510) 642-7823

2016 – 2017 Classes

The Staff Ombuds Office offers the following classes. To register, enter the UC Learning Center site directly through the Blu portal, <http://blu.berkeley.edu/>. All classes are located in **University Hall, room 24**, except specifically tailored workshops at departmental locations upon request.

Workplace Civility: Respect in Action

Learn practical steps for promoting civility at work, including guidelines for considerate conduct and ideas for creating a more inclusive work environment. Participants will also learn how to help their unit establish group norms and effective ways to respond to rudeness.

Schedule: January 24, 2017 or May 2, 2017 9:00 a.m. – 12:00 p.m.

Email Civility

Email is a wonderful tool, but when used improperly it can inflame existing conflicts or even create new ones. Learn when and how to use email effectively so that you can foster a more civil and productive workplace.

Schedule: February 15, 2017 or June 1, 2017 10:00 a.m. – 12:00 p.m.

Identifying and Addressing Workplace Bullying

Bullying can take many forms, some of which are obvious and others of which, though more indirect, can be equally destructive to working relationships. Participants will learn about how to recognize bullying behavior; how to distinguish bullying from incivility; what climates encourage bullying; the impact of workplace bullying; options for how bystanders can effectively respond; and constructive approaches to dealing with workplace bullies. This workshop includes new components from Employee Assistance regarding self-care to manage stress associated with workplace bullying and Human Resources regarding the role of HR in cases of workplace bullying and the university complaint process.

Schedule: November 15, 2016 or February 22, 2017 9:00 a.m. – 3:00 p.m.

Collaborating Effectively in the Workplace

To be successful in the rapidly changing workplace, where jobs and people change fast – staff must be able to collaborate with a variety of people within and outside the organization who have the skills, resources, and influence to tackle increasing complex challenges. Collaboration is a skill and a set of practices that are rarely taught in the workplace. In this course staff will learn about characteristics of collaboration; when and why to collaborate; collaboration success factors; the role leadership plays in collaboration; and ways to improve communication and strengthen collaborative behaviors within and across teams and departments.

Schedule: December 14, 2016 or March 21, 2017 9:00 a.m. – 12:30 p.m.

Culture and Conflict Resolution

Research on communication and conflict resolution indicates that preferred or default styles are culturally patterned and often heightened during levels of stress and anxiety. In this class, participants will gain insight into their own personal conflict approach and different ways of addressing conflicts. They will also explore common cultural differences and identify aspects of their own cultural views. Finally, participants will learn communication skills that will help to constructively handle conflicts that have cultural components.

Schedule: November 30, 2016 or March 14, 2017 9:00 a.m. – 12:30 p.m.

Conflict Competency for Teams

In order to achieve high performance on teams, team members must be equipped with the knowledge and skills to effectively handle their inevitable differences, disagreements and disputes. This class will focus on types of team conflict and how conflict emerges, as well as common barriers to conflict resolution. Participants will learn how to create the right climate that fosters open and honest discussion and how to use constructive communication techniques and express concerns safely and respectfully.

Schedule: December 8, 2016 or April 26, 2017 9:00 a.m. – 12:00 p.m.

KEYS Workshop - for Supervisors and Managers (only):

Keys to Enhance Your Supervisory Success (KEYS) is UC Berkeley's supervisory training program. [KEYS](#) is designed for new supervisors as well as experienced supervisors who want to hone their supervisory skills. The following workshop is part of the KEYS curriculum:

Dealing with Disputes and Disagreements

Effectively managing conflict in the workplace is a key management responsibility. When conflicts are not resolved, individuals, work groups, and even the entire department may become dysfunctional. Managing conflict requires skills that can be taught. Course participants will learn how to select the appropriate strategy for managing workplace conflict, how to analyze and map workplace conflict, how to assess different conflict styles, and the skills of effective listening and speaking needed to manage conflict.

Schedule: October 25, 2016 or June 13, 2017 9:00 a.m. – 12:30 p.m.

Tailored Classes on Conflict Resolution

The Staff Ombuds Office can tailor any of our regular classes to the needs of individual campus departments or units. Please call 642-7823 for more information and to set up an appointment to discuss your department or unit's needs.